

From: Lugo, Manuel
Sent: Friday, January 14, 2005 9:21 AM
To: DWD DVR WDA1; DWD DVR WDA2; DWD DVR WDA3; DWD DVR WDA4;
DWD DVR WDA5; DWD DVR WDA6; DWD DVR WDA7; DWD DVR WDA8;
DWD DVR WDA9; DWD DVR WDA10; DWD DVR WDA11
Cc: DWD DVR CO; Vegoe, Linda A DATCP; Studesville, Larry; Smith, Thomas
K - DWD BUDGET; Sonnentag, Kipp; McDonald, Scott; Holland, Mike -
DWD
Subject: DIRECTIVE - Job Development and Assessment services - IMPORTANT
Importance: High

Date: January 14, 2005

From: Manuel Lugo, Director
Bureau of Consumer Services

To: All DVR Staff

Subject: DIRECTIVE - Job Development and Assessment services

First, let me thank all of you for the success you have achieved in reviewing and managing your caseloads. We have come a long way! The last audit results showed that a lot of progress has been made in caseload management. Thank you all for a job well done!

As with most activities in DVR we must continue to find ways, both individually and as teams, to become more efficient and effective in how we spend our case service dollars

For State Fiscal Year (SFY) 05 we are averaging a 15% increase in expenditures over our expenditures in SFY04. We had projected an 8% increase for this year (SFY05) over last year. In addition, actual monthly expenditures per IPE were up by about 24% for the months of November and December 2004.

If the current pattern of monthly expenditures continues our case service budget may be exhausted by mid May 2005, with more than an entire month left in the state fiscal year. This is assuming the 24% increase per monthly IPE cost continues and that the number of IPEs is reduced at a rate of about 600 per month. This assumption is based on expenditures only, and does not reflect any outstanding encumbrances at that time.

We must take immediate steps to ensure that our case service budget will allow us to provide appropriate and necessary services through June 30, 2005.

Appropriate plans and actions now can help avoid a crisis later. This is our number one priority.

Therefore I am directing you to take the following actions effective immediately.

I. Job Development services (or Job Placement - if anyone is still using that terminology)

- All encumbrances of current authorizations for Job Development Services for consumers will be reduced immediately to \$1.00 to allow for a case record review process prior to expenditure of funds from the purchase authorization. **This is in process now and should be completed by close of business today. You will be notified when the changes to the encumbrances have been completed.**
- Job development services where the consumer has started a job, or there is a job offer for a consumer and a vendor report indicating this will be completed by January 31, 2005 are exempted from a case record criteria review. The counselor should make an IRIS case note documenting the exemption and inform the WDA Director of the case records that meet this exemption criteria. The WDA Director must agree to the exemption. A list of case record exemptions must be sent to my attention by 1/28/05.

For all other Job Development purchase authorizations.

- By no later than **Friday, February 18, 2005** all current authorizations for Job Development Services above are to be reviewed to determine if they meet all the criteria in Table 1 of the Job Development Criteria review form:
- **Current authorizations** for Job Development services for cases that have been reviewed and approved by the WDA Director and meet **all** the criteria in Table 1 of the Job Development criteria review form will remain active.
- **Current authorizations** for Job Development services for cases that do not meet the above criteria **are to be discussed with the consumer and vendor prior to cancellation.** If the criteria still cannot be met after discussions with the consumer and vendor the authorization is to be cancelled by no later than **Friday, February 18, 2005.**
- **New authorizations or re-authorizations** for Job Development services are to be issued only when the authorizations have been reviewed and approved by the WDA Director and meet **all** the criteria on Table 2 of the Job Development Criteria review form above.
- **Exempt, Current and new authorizations** for Job Development services that have been reviewed and approved by the WDA Director will be fully re-encumbered and paid at the time the bill is received if a review of the case at that time clearly demonstrates that the services provided by the vendor resulted in the appropriate employment for the consumer. A casenote to that effect will be entered into the IRIS record by the VRC or CCC and will be reviewed and approved by the WDA director.

II. Assessments Services

- Assessment services that have recently been initiated and will be completed by February 18, 2005 will not be affected.
- Assessment Purchase Orders requesting copies of records of \$50.00 or less are exempt from this review process.

For all other Assessment Services

- By no later than **Friday, February 18, 2005** all current authorizations for Assessment Services **scheduled to be completed after February 18, 2005** are to be reviewed to determine if they meet **all** the criteria on Table 1 of the Assessment Criteria review form:
- **Current authorizations** for Assessment services for cases that do not meet all of the criteria in Table 1 of the Assessment Criteria Review form **are to be discussed with the consumer and vendor prior to cancellation**. If the criteria still cannot be met after discussions with the consumer and vendor the authorization is to be cancelled by no later than **Friday, February 18, 2005**.
- **Current authorizations** for Assessment services that have been reviewed and approved by the WDA Director and that meet **all** of the criteria in Table 1 of the Assessment Criteria Review form will not be cancelled.
- **Exempt, New authorizations or re-authorizations** for assessment services can be issued after review and approval by the WDA Director if **all** the criteria on Table 2 of the Assessment Criteria review form are met.

Directive exception request process

Requests for exceptions to the above directive are to be submitted in writing to the appropriate WDA Director who will review the request and send a recommendation for approval or denial to the BCS Director's office (Jean Rogers or Manuel Lugo). The BCS Director's office will make the decision to approve or deny requests for exceptions.

As usual, we expect all DVR staff to carry out these actions in a measured and professional manner. These actions are business changes designed to efficiently provide effective and appropriate services to a maximum number of DVR consumers while operating within budget. These actions will also help us meet our responsibility to deliver vocational rehabilitation services through well developed and well managed **Individualized Plans for Employment (IPE)**, as required by the Rehabilitation Act.

An [informational piece](#) that we are distributing from Central Office to all vendors on our list. Please feel free to share this piece with vendors and their staff who may have seen it, consumers and others who may inquire about this review process. If questions come up that you are unable to answer, please refer the person to your WDA Director or to me or Jean Rogers.

In our continued efforts to be responsive and responsible to our consumers with plans and who are on our wait list, we want to hear your ideas on how to further reduce the rate and amount of encumbrances and expenditures while meeting our obligations to support current IPEs.

If we do these things well, we will in a better position to achieve employment outcomes and provide case services through June 30, 2005. We will also be much better prepared to address budgetary, wait list and caseload realities in the coming years.

Please contact me if you have any questions.

Thank you!

Manuel Lugo, Director
Bureau of Consumer Services